



Steven L. Beshear
Governor

Leonard K. Peters
Secretary
Energy and Environment Cabinet

Commonwealth of Kentucky
Public Service Commission

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Telephone: (502) 564-3940
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psc ky gov

David L. Armstrong
Chairman

James Gardner
Vice-Chairman

John W. Clay
Commissioner

Daniel Logsdon
Windstream Kentucky East, LLC
130 West New Circle Road
Suite 170
Lexington, KY 40505

October 23, 2008

RE: Case No. 2008-00449

We enclose one attested copy of the Commission's Order in the above case.

Sincerely,

A handwritten signature in cursive script that reads "Stephanie Stumbo".

Stephanie Stumbo
Executive Director

SS/tw

Enclosure



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James Gardner
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John W. Clay
Commissioner

William J. Ross
4976 Friendship Road
Catlettsburg, KY 41129

October 23, 2008

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Sincerely,

A handwritten signature in cursive script that reads "Stephanie Stumbo".

Stephanie Stumbo
Executive Director

SS/tw
Enclosure

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

WILLIAM JERRY ROSS)	
)	
COMPLAINANT)	
)	
V.)	CASE NO. 2008-00449
)	
WINDSTREAM KENTUCKY EAST, LLC)	
)	
DEFENDANT)	

ORDER TO SATISFY OR ANSWER

Windstream Kentucky East, LLC ("Windstream") is hereby notified that it has been named as defendant in a formal complaint filed on October 16, 2008, a copy of which is attached hereto as Appendix A.

Pursuant to 807 KAR 5:001, Section 12, Windstream is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 23rd day of October, 2008.

By the Commission

ATTEST:


Executive Director

APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2008-00449 DATED OCTOBER 23, 2008

95

RECEIVED

OCT 16 2008

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

PUBLIC SERVICE COMMISSION

In the matter of:

William Jerry Ross
(Your Full Name)
COMPLAINANT

VS.

WIND STREAM
(Name of Utility)
DEFENDANT

2008-449

COMPLAINT

The complaint of William Jerry Ross respectfully shows:
(Your Full Name)

(a) William Jerry Ross
(Your Full Name)

4976 FRIENDSHIP RD CATLETTSBURG KY 41129
(Your Address)

(b) WINDSTREAM
(Name of Utility)

1720 GALLERIA BLVD
CHARLOTTE, N.C. 28270
(Address of Utility)

(c) That: DID NOT TELL TRUTH ABOUT TOTAL
(Describe here, attaching additional sheets if necessary,

COST OF BUNDLED, PHONE, INTERNET, DISH
the specific act, fully and clearly, or facts that are the reason

THEY TOLD ME IT WOULD BE 99.97
and basis for the complaint)

PER MONTH W/ PHONE, INTERNET, DISH 250
W/ 3 RECEIVERS, THEY HAVE

Formal Complaint

William J. Ross vs. WINDSTREAM

Page 2 of 2

Told on truths about ADD-ON AT
DIFFERENT TIMES - TAPES WERE NEVER LOOKED
FOR BY WINDSTREAM, ASIZED MORE THAN
ONCE. THIS "BUNDLING" WAS MADE BY
WINDSTREAM ALONE. THE ONLY TIME TALKED
W/DISH WAS TO SET APPOINTMENT FOR LAST.

Wherefore, complainant asks Monthly bill to be
(Specifically state the relief desired.)

99.97 + FCC charges + local taxes.

This is what I was told at side-up
time

Dated at ATLANTA, Kentucky, this 15 day
(Your City)

of OCT., 192008
(Month)

William J. Ross
(Your Signature)

(Name and address of attorney, if any)